

MISSOURI STATE REHABILITATION COUNCIL ANNUAL REPORT

MISSOURI RIVER: HERMANN



2012

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MISSION STATEMENT

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising Missouri Vocational Rehabilitation that services provided to persons with disabilities are:

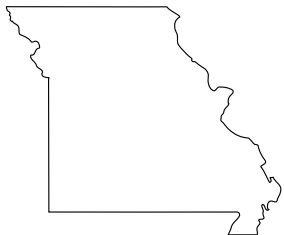
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with Missouri Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities.
- identifying strategies to address the needs of people who are not being served or who are being underserved.
- obtaining and interpreting consumer input.
- identifying corrective action consistent with that input.
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support Missouri Vocational Rehabilitation in complying with applicable laws such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

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Mary Stodden
St. Charles
Chairperson

Dennis Atkins
Viburnum
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Tim Tadlock
Gallatin

Aimee Wehmeier
Columbia

Greg Wingert
Lohman

Brent Yerian
Jefferson City

C. Jeanne Loyd
Jefferson City
Ex Officio Member
VR Assistant Commissioner

December 31, 2012

The Honorable Jay Nixon
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Nixon:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the Council's annual report for fiscal year 2012. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to Missouri Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have advised Missouri Vocational Rehabilitation on innovative programming to reach underserved populations in the state, and we have recommended new methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with Missouri Vocational Rehabilitation staff, all of whom are dedicated to providing our citizens with the opportunity to make choices in obtaining meaningful employment. Employment is a key to independence.

Sincerely,

Mary D. Stodden
Chairperson

STATE REHABILITATION COUNCIL MEMBERS



Mary Stodden
St. Charles
Chairperson



C. Jeanne Loyd
Jefferson City
Ex Officio Member
VR Assistant Commissioner



Dennis Atkins
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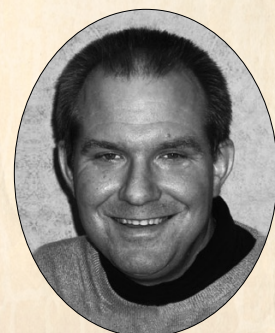
Tim Tadlock
Gallatin



Aimee Wehmeier
Columbia



Greg Wingert
Lohman



Brent Yerian
Jefferson City

COUNCIL'S PURPOSE

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The SRC was initially formed on June 1, 1993. Members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, SRC members represent the Statewide Independent Living Council; the Parent Training and Information Center; the Client Assistance Program; the Missouri Vocational Rehabilitation (VR) program; the Office of Special Education, which is the state agency responsible for the Individuals with Disabilities Education Act; the State Workforce Investment Board; community rehabilitation program service providers; disability advocacy groups; current or former applicants/recipients of vocational rehabilitation services; and business, industry and labor.

The SRC is responsible for reviewing, analyzing and advising VR regarding its performance on such issues as eligibility; the extent, scope and effectiveness of services; and any other functions affecting people with disabilities. Full SRC meetings are held quarterly on the first Thursday of February, May, August and November at the VR Central Office in Jefferson City. Subcommittees meet as needed throughout the year via conference calls.

DURING FY12, the SRC was actively involved with VR in the activities below.

Provided recommendations to VR on policy revisions
Coordinated and participated in presentations and activities with other councils and agencies including the Missouri Commission for the Deaf and Hard of Hearing, the Client Assistance Program, the State Independent Living Council, the Department of Mental Health, the Parent Training and Information Program, the Technical Assistance and Continuing Education Program, the Hearing Loss Association, the Governor's Council on Disability, the Division of Workforce Development, and the Office of Special Education
Attended and participated in VR public hearings to provide input on the state plan
Evaluated and provided recommendations on the effectiveness of vocational rehabilitation services and consumer satisfaction feedback
Analyzed and provided recommendations to VR regarding the state plan's comprehensive statewide needs assessment, goals, priorities, standards and performance indicators, and comprehensive system of personnel development
Assisted VR staff in preparing the SRC's 2012 annual report for the governor and the commissioner of the Rehabilitation Services Administration on the status of vocational rehabilitation services in Missouri
Participated in a cultural competency training facilitated by VR's diversity consultant
Provided comments to VR regarding issues pertaining to waiting lists (Order of Selection)

MISSION, VISION AND OPERATING PRINCIPLES

Missouri Department of Elementary and Secondary Education

Missouri Vocational Rehabilitation

Mission

Our mission is to provide opportunities and resources to eligible individuals with disabilities leading to successful employment.

Vision

Our vision is to provide everyone with a quality VR experience.

Operating Principles

We will:

- ★ Act with a sense of urgency.
- ★ Provide quality customer service.
- ★ Maximize our resources.
- ★ Put people first.
- ★ Continuously evaluate our practices/processes.

Helping people with disabilities work successfully

December 31, 2012

The Honorable Jay Nixon
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Nixon:

The annual report presented to you from the Missouri State Rehabilitation Council for fiscal year 2012 provides information on the Missouri Vocational Rehabilitation employment program for individuals with disabilities.

Missouri Vocational Rehabilitation has operated under an Order of Selection since October 2003 due to the number of applicants requesting services, rising service costs and limited federal funding. The Rehabilitation Act requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

Missouri Vocational Rehabilitation reduced the waiting list for services during FY12 and helped 4,747 individuals reach successful employment outcomes, which was an increase from the previous fiscal year. The program met six of the seven required Federal Standards and Performance Indicators and had a success rate of 62.7 percent for the individuals who received services and exited the program.

Missouri Vocational Rehabilitation works closely with 360 school districts across the state and provides services to more than 8,400 transition-age individuals annually. In FY12, the program assisted over 1,500 transition-age individuals in reaching their employment goals.

Missouri Vocational Rehabilitation grant dollars expended for purchased client services from community vendors are effective and help local economies. In addition, the total annual increase in earnings from referral to closure for competitively employed clients in FY12 was over \$48 million. The program's customer satisfaction survey results are consistently among the top in the nation.

In closing, the Council and I offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,



C. Jeanne Loyd
Assistant Commissioner
Office of Adult Learning and Rehabilitation Services

HIGHLIGHTS

of the Vocational Rehabilitation Program

Important items to note from FY12 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,747** consumers with disabilities achieved successful employment outcomes.
- ▶ **28,639** eligible consumers worked with VR counselors.
- ▶ **97%** of successfully employed consumers had significant disabilities.
- ▶ **712** consumers were successfully employed through supported employment services.
- ▶ **1,556** transition-age consumers reached successful employment outcomes.
- ▶ **360** school districts maintained cooperative work experience agreements with VR.
- ▶ **\$48,247,056** was the total annual increase in income from referral to closure for 4,686 competitively employed consumers.

AGENCY OVERVIEW

Prepared on behalf of the SRC, this annual report highlights various programs and services of VR during federal fiscal year 2012 (Oct. 1, 2011, to Sept. 30, 2012).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3).

During FY12, VR counselors worked with more than 28,000 eligible people in various categories with an average daily census greater than 17,000. In FY12, 4,747 consumers had successful outcomes.

Figures 1-2 (below) illustrate the number of successful outcomes and the percentages of success during the past five years. Figure 2 shows that in FY12, more than 62 percent of consumers who received services through VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services.



Haley Dingfelder, former VR client, is a veterinarian at the Warsaw Veterinary Clinic in Warsaw, Mo. VR assisted in paying for Dingfelder's college education.

State Funding and the Social Security Reimbursement Program

VR receives state funding from the general revenue fund, the Missouri Lottery and the Department of Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding. VR used available stimulus monies in FY12 to provide additional services for individuals with disabilities. Use of these funds enabled VR to clear its waiting list for services.

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to assist SSA recipients in becoming gainfully employed.

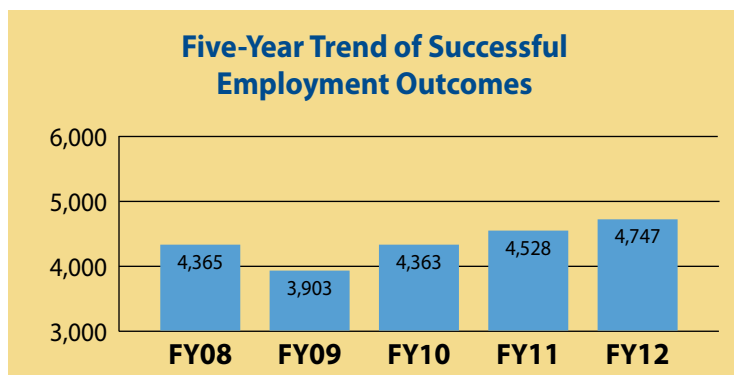


Figure 1

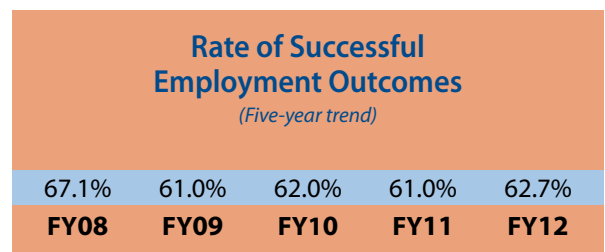


Figure 2



During the February SRC meeting, Janis Miller (right), VR district supervisor, and Kim Gee (not pictured), VR assistant director, presented on the Project Search program, which helps students with developmental disabilities transition from school to the working world. Project Search is a partnership among VR; Barnes-Jewish St. Peters Hospital; Life Skills of St. Louis; the Developmental Disabilities Resource Board in St. Peters; and the Orchard Farm, St. Charles, Francis Howell and Wentzville school districts.

Consumer Satisfaction

Consumer satisfaction with staff and services is a VR priority. The SRC is responsible for reviewing and analyzing consumer satisfaction. On behalf of the SRC, VR administers a consumer satisfaction survey (pages 21-22). Feedback is shared with management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

During FY12, an online survey tool was utilized to obtain consumer feedback from a random sample of all cases (open and closed). Results showed that 91 percent of consumers surveyed felt they were treated with respect, 88 percent said they were involved in making choices in their employment plans and 86 percent reported they received services in a timely manner.

For a complete breakdown of the consumer satisfaction survey, see page 22.

AGENCY OVERVIEW » from 11

Comprehensive Statewide Needs Assessment

VR and the SRC jointly conduct an annual comprehensive statewide assessment of the rehabilitation needs of Missourians with disabilities. The conclusions and recommendations of the assessment are incorporated into VR's goals and priorities for the purpose of improving services for individuals with disabilities.

VR uses many methods to collect information for the assessment including consumer satisfaction surveys, public hearings, VR strategic teams, SRC input, VR case data and national census statistics.

Two areas that the assessment specifically focuses on are the needs of individuals with disabilities who are minorities and individuals who have been traditionally unserved or underserved by vocational rehabilitation programs. The needs assessment completed in FY12 identified the minority populations of Hispanics and African-Americans, along with individuals with Autism Spectrum Disorders (ASD) and individuals with Traumatic Brain Injury (TBI), as underserved.

VR implements several strategies to address these areas of need. For strategy information, see pages 17-18.

Vocational Rehabilitation Teams

VR continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity and Assistive Technology. As a result, many recommendations, which can be found throughout this report, have been implemented to improve services for people with disabilities.



Oliver Burnette, project director of Show-Me-Careers, presented at the August SRC meeting. Funded by a grant from the U.S. Department of Health and Human Services, Show-Me-Careers is managed through the Institute for Human Development at the University of Missouri-Kansas City. The program aims to increase competitive employment outcomes for young adults with developmental and intellectual disabilities. VR is represented on the project's leadership group.

INTERAGENCY COOPERATION

Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act (WIA) of 1998 are carried out by workforce development centers across the state. The Missouri Training and Employment Council is the state board that oversees workforce development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in one-stop shops known as Missouri Career Centers. Located in 14 regions throughout the state, Missouri Career Centers offer job-training and skills-development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with Missouri Career Centers to provide program accessibility, physical access to services and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to their staff on accommodations in the workplace. VR's assistant director of Workforce Development collaborates with partner agencies to ensure that all federal regulations pertaining to Title IV of WIA are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.

Department of Mental Health

The Department of Mental Health (DMH) Division of Behavioral Health Services and VR started working together in 2009 on a supported employment grant funded by the Johnson & Johnson-Dartmouth Psychiatric Research Center project. The mission of the Johnson & Johnson-Dartmouth Community Mental Health Program is to increase access to evidence-based supported employment, also known as Individual Placement and Support (IPS), for adults with serious mental illnesses who are interested in improving their work lives. This national program systematically collaborates with states to implement supported employment following the evidence-based guidelines, initially in a small number of sites (typically three to four) and expanding statewide over time. The program is administered in each participating state through a partnership between the state mental health authority and the state vocational rehabilitation administration. Because funding for the grant has ended, this program has moved beyond the pilot stage to sustaining current sites and expanding to different locations throughout the state.

Missouri has nine Community Mental Health/Treatment Centers (CMHCs) participating in this implementation collaborative. Ongoing technical assistance and fidelity reviews to the evidence-based practice are provided by a state trainer and a team consisting of VR and DMH employees. Three sites have improved to "exemplary" fidelity and have increased the number of people successfully employed in competitive jobs. The partnership between DMH and VR includes a training format, offered to interested CMHCs statewide, on adopting IPS and on improving existing employment activities within treatment services.

Centers for Independent Living

Centers for Independent Living (CILs) are community-based nonresidential programs designed to promote independent living for people with disabilities. In Missouri, there are 22 CILs that offer independent living services. The CILs are funded through VR grants and are managed by local boards composed of individuals with disabilities who have been successful in establishing their own independent lifestyles.

INTERAGENCY COOPERATION » from 13

VR works with the Statewide Independent Living Council (SILC) and the CILs to provide direct services to individuals with disabilities. The SILC, VR and the CILs are currently developing the 2014-2016 State Plan for Independent Living, which will detail the tasks necessary to deliver independent living services that will help individuals with disabilities achieve their goals.

As part of this collaborative effort, VR and the SILC utilize an outcome-based measurement tool for the CILs. This tool measures consumer satisfaction with various services provided by the centers. Survey results revealed that 98 percent of respondents were satisfied with independent living skills training. Ninety-seven percent felt that the personal assistance services they received made a positive change in their lives, and 96 percent were satisfied with advocacy services.

TRANSITION SERVICES

The Rehabilitation Services Administration defines transition-age consumers as individuals with disabilities ages 16 through 24. VR assists these consumers either in or outside of the secondary school setting to successfully prepare them for moving into postsecondary education, integrated employment (including supported employment) or vocational training.

In striving to improve and expand the quality of services for transition-age consumers with significant disabilities in high school, VR provides support and technical assistance to local school districts. In addition, the Transition Team – which is composed of personnel from VR, school districts and other state/community agencies – provides support on transition-related activities and services for youths with disabilities.

FY12 Transition Services Facts

- ▶ 1,556 transition-age consumers reached successful employment outcomes.
- ▶ 64% of all transition-age consumers who received VR services and exited the program achieved successful employment outcomes.
- ▶ 8,413 transition-age consumers worked with VR counselors.
- ▶ 360 school districts maintained cooperative work experience agreements with VR.



Project Search's Class of 2012:
(above, from left to right) Jonah Settle, Regina Wade-Johnson (instructor), Christian Aberastury, Robert Bierer, Kathleen Mertz, Joshua Fankhauser and Maggie Baber (right, pictured with Kim Gee, VR assistant director).



INTEGRATED COMMUNITY REHABILITATION PROGRAMS

VR strives to enhance community rehabilitation services throughout Missouri. VR and Community Rehabilitation Programs (CRPs) collaboratively work with a new outcome-based service model that emphasizes quality employment outcomes. CRPs are nonprofit organizations accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with vocational planning, job development and placement services, skills training, specialized employment services, and supported employment.

During FY12, VR counselors developed employment plans with 8,694 consumers who received services at CRPs, which are all independently owned and operated. The CRP/VR Team composed of CRP staff and VR managers, supervisors and counselors meets throughout the year to improve community-based employment services for individuals with disabilities. This team developed a model of employment services that took effect on Oct. 1, 2010.

The model has four outcomes and promotes collaboration among the consumer, the VR counselor and the CRP. Milestones include the development of employment plans, placement, retention and successful employment outcomes. The team also developed new incentives for CRPs based on whether consumers are placed in full-time positions, have wages at or above 55 percent of state average wages, and receive health care benefits. Additional incentives target underserved populations and certain disability groups.



Greg Wingert (left), SRC member and director of MORE Group, and Karri Wilson (right), VR regional manager, both serve on the CRP/VR team. They provided an update on team activities during the August SRC meeting.

SUPPORTED EMPLOYMENT SERVICES

VR provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 3-5 (pages 15-16). SE is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY12, 62 percent of consumers who received SE services and exited the program were successfully employed.

In FY12, VR worked with 97 CRPs that provide SE services and cover all counties in

Missouri. The CRP/VR Team also developed an outcome-based model of SE services, which was implemented on Oct. 1, 2012. The new model features a period of discovery and exploration with the consumer to develop vocational direction and community-based job exploration. Outcomes include job placement, 30 days of independent employment and 90 days of employment. In addition to these milestones, on-the-job and off-site supports can also be authorized for consumers.

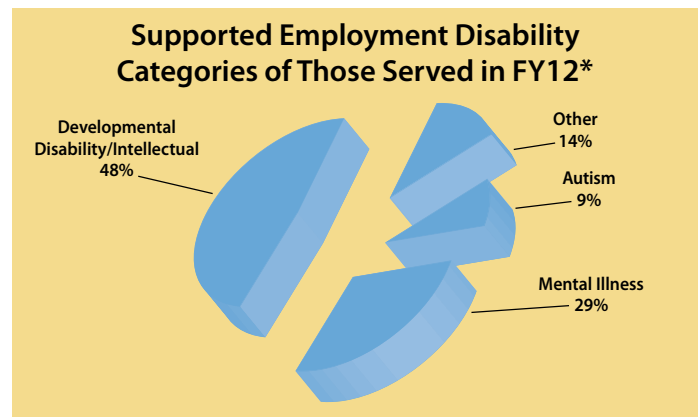


Figure 3

Other Supported Employment Statistics

For consumers who participate in supported employment, VR places an emphasis on the development of natural support systems, which reduce the associated costs. Figure 6 (below) shows the hourly wages, average costs of services and other statistics for supported employment.

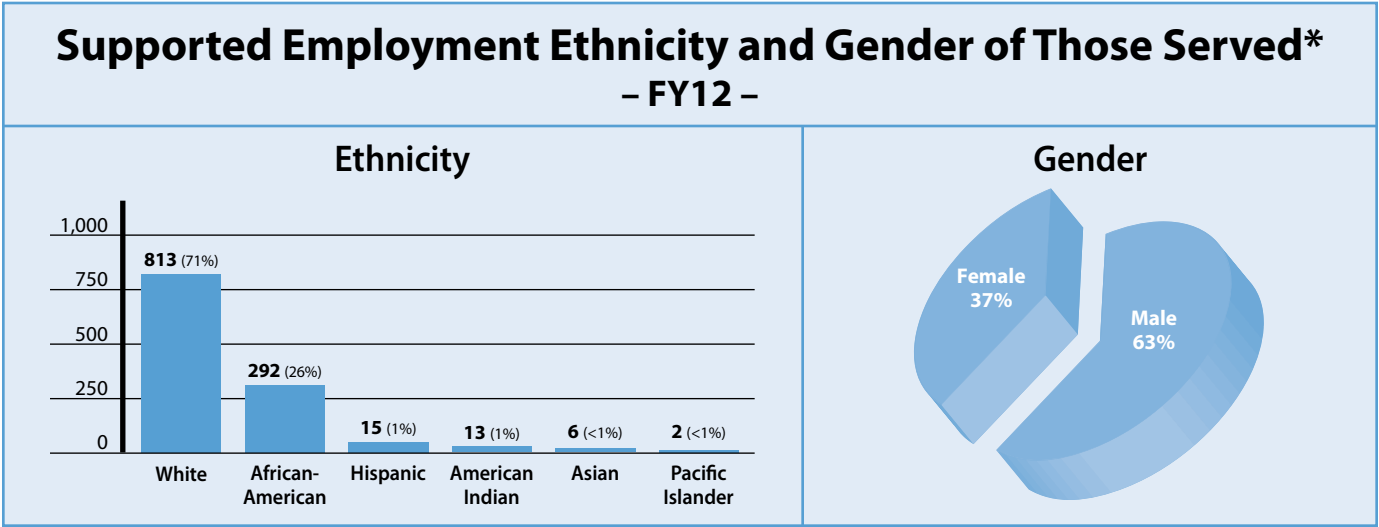


Figure 4

Figure 5

Other Supported Employment Statistics for FY12	
Average cost of job coaching services per consumer	\$2,634*
Average cost of assessment services per consumer	\$1,568*
Average cost of job development services per consumer	\$1,216*
Average hourly wage per consumer	\$8.07
Average hours per week worked per consumer	23
Success rate	62%*
Successful closures	712
Unsuccessful closures after services rendered	429

Figure 6

*Statistics are based on the number of consumers who exited the program either successfully or unsuccessfully after receiving SE services.

ASSISTIVE TECHNOLOGY

In FY12, VR provided a variety of assistive technology services, devices and equipment to 448 individuals who received services and exited the program, for a total cost of \$2,893,260. VR purchases assistive devices to help consumers with increasing, maintaining or improving functional capabilities. These devices may be purchased commercially or modified/customized by a technology specialist. Devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types include prosthetic and orthotic equipment, hearing aids, wheelchairs, and other powered mobility equipment. Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

VR has appointed an Assistive Technology Team to help meet consumers' needs. Some issues the team focuses on include best case practices; ongoing training; vehicle modification guidelines; and mobility, augmentative and computer assistive technology assessments. Also, a VR staff member is a representative on the Missouri Assistive Technology (MoAT) Advisory Council.

In April, MoAT sponsored the statewide Power Up 2012 Conference and Expo that was open to service providers, consumers, independent living specialists, VR staff and other professionals in the rehabilitation field. Fifteen of VR's professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life of people with disabilities.

UNDERSERVED POPULATIONS & WORKPLACE DIVERSITY

Improving services for underserved populations and workplace diversity are two significant priorities for VR and the SRC. Figure 7 (below) reflects the closure percentages by ethnicity for FY11 and FY12. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of unsuccessful outcomes. VR remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

Closure Percentages by Ethnicity*						
(Comparison of FY11 and FY12 consumers)						
Status	White		African-American		Other	
Successful employment outcomes	78%	77%	18%	19%	4%	4%
Closed unsuccessfully after services	71%	71%	25%	25%	4%	4%
Closed after eligibility before services	70%	72%	26%	24%	4%	4%
	FY11	FY12	FY11	FY12	FY11	FY12

*Percentages reflect the total number of consumers in each status.

Figure 7

Cultural Diversity and Underserved Populations

During FY12, VR provided employees with training opportunities on cultural competency in a variety of areas such as ethnicity, gender and understanding the culture of poverty. In addition, management received

training on being culturally aware during the recruiting and interviewing process. VR conducted a comprehensive statewide needs assessment that identified individuals with ASD, individuals with TBI, and individuals from the Hispanic and African-American communities as being underserved. VR utilizes the following strategies to address these areas of need:

- VR employs a part-time diversity consultant to assist with improving services to other underserved areas, developing training programs and establishing outreach strategies for consumers from diverse cultures.
- The Cultural Diversity Team (composed of CRP staff, the diversity consultant and VR district office staff) meets throughout the year to develop strategies for serving individuals from diverse cultures.
- VR has appointed an autism services liaison for the state; this liaison will work with providers on strategies for better serving individuals with ASD.
- VR has developed Employment Services Plus, which is designed to assist individuals with ASD, TBI or cultural deafness/hearing loss who require additional supports to reach successful employment outcomes.

FY12 Employee Diversity	
Employees with Disabilities	
Counselors	25%
District and assistant supervisors	16%
Administrators	11%
Total professional staff	21%
Support staff	9%
Minority Employees	
Counselors	13%
African-American	8%
Other	5%
District and assistant supervisors	16%
Administrators	6%
African-American	6%
Total professional staff	12%
Support staff	22%
African-American	18%
Other	4%

Figure 8

Diversity in the Workplace

VR strives to recruit, hire and maintain a diverse workforce. Figure 8 (above) shows the specific categories of VR employees as of Sept. 30, 2012.

VR recruits individuals with culturally diverse backgrounds. All job openings are listed on the VR and Missouri Career Source websites and are sent to the CILs. Vacancies are advertised in local newspapers as well as African-American and Hispanic newspapers. All VR counselor vacancy notices are sent to historically black colleges and universities such as Lincoln University in Jefferson City; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Jackson State University in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. VR continues to participate in recruitment activities, career fairs and various community programs.



At the May SRC meeting, Dr. Richard Presberry, VR's diversity consultant, presented cultural competency training.

VR also works to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by VR. At the time of this report, approximately 25 percent of the counselor positions were held by individuals with disabilities.

In addition to VR's recruitment efforts, all staff participate in cultural diversity training initially provided during new employee orientation. This ongoing training, held across the state during FY12, has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations.

FINDING SUCCESS IN HIS FAMILY'S ROOTS

BY LISA SONE, SUPERVISOR,
JEFFERSON CITY VR CENTRAL OFFICE

James Watkins has a good eye for the grocery business and has worked in the industry for most of his life. After all, it's in his blood: his father, grandfather and great-grandfather were all grocers who owned their businesses. Watkins was 6 or 7 years old when his father first took him to the store to learn the trade.

So, it's no surprise that Watkins makes his living in the business in which he grew up. For almost three years, he has worked in the produce department at Price Cutter in Springfield.

"I really like my job," Watkins said.

However, this wasn't always the case. About 10 years ago, Watkins left the grocery profession because of health issues. Eventually, he began suffering from severe depression and insomnia that became debilitating. He picked up odd jobs and built fences for a few years, but it got to the point where no one would hire him.

Watkins was unemployed for almost a year. He told employers that he would work for free, but he still couldn't find any takers. His life had spiraled out of control.

Watkins had originally lived in Oklahoma until he moved to Springfield to be near family while he was unemployed. After receiving help from mental health services, Watkins was referred to VR.

Determined eligible for VR services, he worked with his VR counselor on an employment plan. They decided on a vocational assessment to evaluate his employment strengths. VR contracts with and pays community rehabilitation providers to perform such assessments.

Watkins was given his choice of provider, and he selected MERS/Goodwill in Springfield. He began working with Larry Click, an employment specialist who said that Watkins appeared depressed when he came to the agency. Watkins had been disappointed so many times he thought he would never get hired, but Click wouldn't let



James Watkins works in the produce department at Price Cutter in Springfield. (Photo courtesy of Larry Click.)

Watkins quit before starting with the program.

"He didn't give up on me," Watkins said, adding that the employees at MERS/Goodwill were "good people (who) genuinely care."

"James is a wonderful man with an inspirational story," Click said. "(He) stands out as someone who, with a little help from VR, really made a dramatic difference in his life."

Watkins finished employment testing and was able to try out three different types of jobs with actual employers. Click then helped him secure a job at LaMar's Donuts. Initially, Watkins didn't want to wait on people, so he started out cleaning. As he came out of his depression, he gained self-confidence and later moved to counter work.

After three years, Watkins left the donut shop to pursue other employment. He went back to his roots and applied for a position in the produce department at Price Cutter. Click helped him with his résumé, and Watkins landed the job.

He has been there almost three years and finds it a rewarding career. He's proud to be feeding people in the tradition of his family of grocers.

"I want to show the people that I care," Watkins said. "I give a 110 percent."

appendices

Consumer Satisfaction Survey

21 Summary Report

Demographic Charts

- 23* Disability Categories of Eligible Consumers
- 23* Disability Categories of Consumers with Successful Employment Outcomes
- 24* Impact of VR Services on Weekly Earnings of Consumers with Successful Employment Outcomes
- 24* Characteristics of Consumers with Successful Employment Outcomes
- 25* Occupations of Consumers with Successful Employment Outcomes
- 25* Standards and Performance Indicators Report
- 25* VR Expenditures

Directory

26 Vocational Rehabilitation Offices

CONSUMER SATISFACTION

The SRC's Program Evaluation Committee continues to work with VR on surveying and monitoring consumer satisfaction. On behalf of the SRC, VR surveyed 2,219 consumers (who had either an open or closed case) with a response rate of 9 percent. Survey feedback was positive during FY12; the results are listed on page 22.

In FY11, VR implemented a new case management system that resulted in a change in the survey method during FY12. Because of the change, an online survey tool was utilized rather than a mail-out survey. VR is currently working on a process, scheduled for implementation in FY13, to survey consumers with a combined method of online and mail-out surveys. This is expected to increase the response rate.

A sample of consumer comments taken from completed survey responses can be found below.

FY12 CONSUMER COMMENTS



With VR services, I was able to afford new hearing aids and have since become a valuable employee. I feel more confident.

I have obtained my degree and am working full time. VR is a valuable resource to people with disabilities.

VR was wonderful. Thank you!

I had a wonderful experience and could not ask for anything more.

I was not only treated with courtesy and respect, but I also felt as though I mattered.

VR has helped me beyond my expectations.

I had a wonderful counselor that helped me get what I needed.



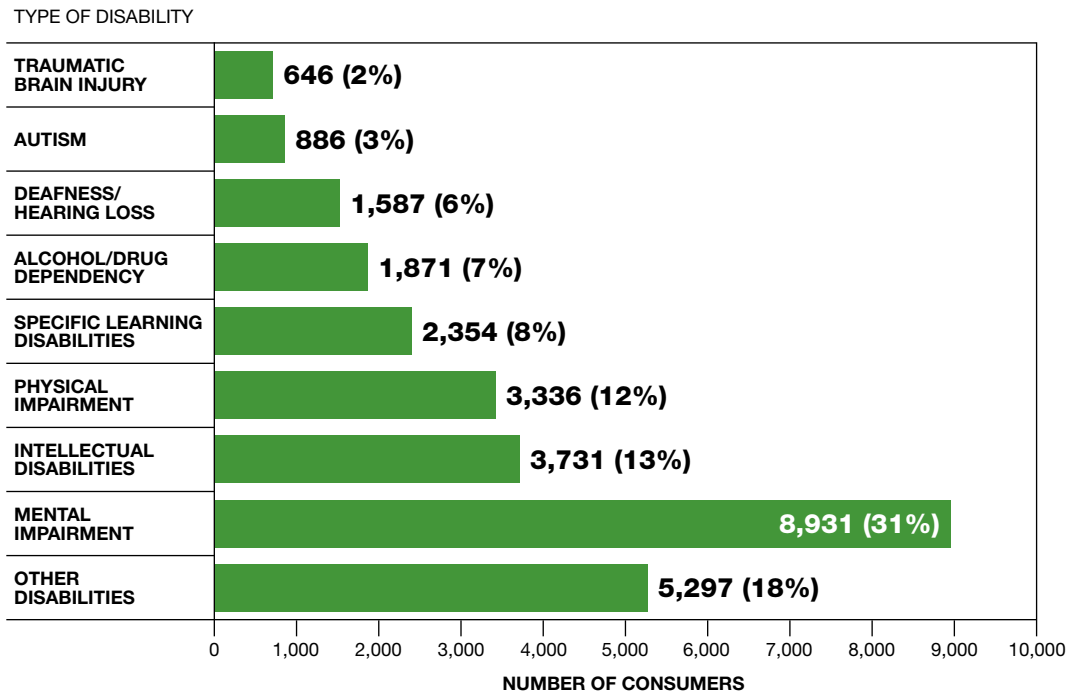
Consumer Satisfaction Survey Results

(Specific group responses during FY12)

	Total responses received	Treated me with respect		Timely manner		Helped understand disability		Involved in choices		Experience was good	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Total responses	201	91%	9%	86%	14%	80%	20%	88%	12%	85%	15%
Persons with significant disabilities (Categories I and II)	192	92%	8%	86%	14%	80%	20%	90%	10%	84%	16%
Open cases	115	95%	5%	87%	13%	81%	19%	90%	10%	87%	13%
Rehabilitated	50	98%	2%	96%	4%	96%	4%	98%	2%	94%	6%
Not rehabilitated; closed before services	28	68%	32%	61%	39%	50%	50%	57%	43%	46%	54%
Not rehabilitated; closed after services	8	75%	25%	75%	25%	63%	37%	75%	25%	88%	12%
Male	103	90%	10%	87%	13%	83%	17%	85%	15%	85%	15%
Female	98	92%	8%	83%	17%	78%	22%	89%	11%	85%	15%
Supported employment consumers	28	82%	18%	75%	25%	75%	25%	82%	18%	71%	29%
Persons with intellectual disabilities	9	89%	11%	89%	11%	100%	0%	89%	11%	89%	11%
Persons with mental illness	6	83%	17%	83%	17%	67%	33%	100%	0%	72%	28%
Persons with deafness/hearing loss	24	96%	4%	92%	8%	92%	8%	92%	8%	88%	12%
Persons with traumatic brain injury	7	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with alcohol or drug dependency	11	92%	8%	92%	8%	92%	8%	92%	8%	92%	8%
Persons with specific learning disabilities	9	100%	0%	89%	11%	78%	22%	100%	0%	78%	22%
Persons with orthopedic impairments	11	100%	0%	82%	18%	83%	17%	91%	9%	91%	9%

Disability Categories OF THE 28,639 ELIGIBLE CONSUMERS

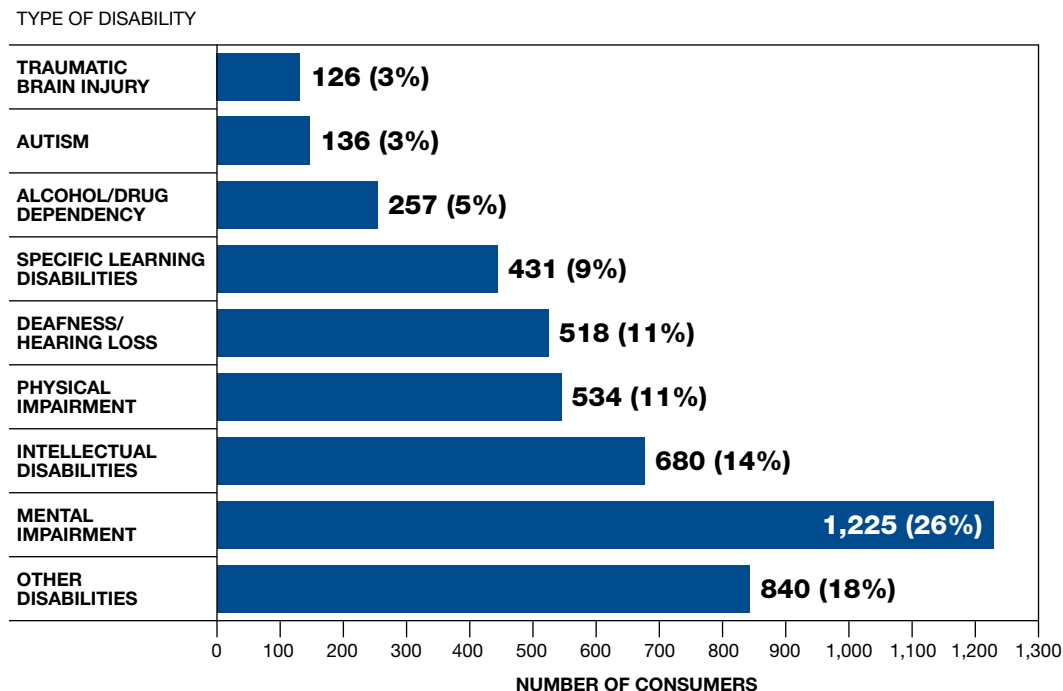
Fiscal Year 2012



Disability Categories

OF THE 4,747 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

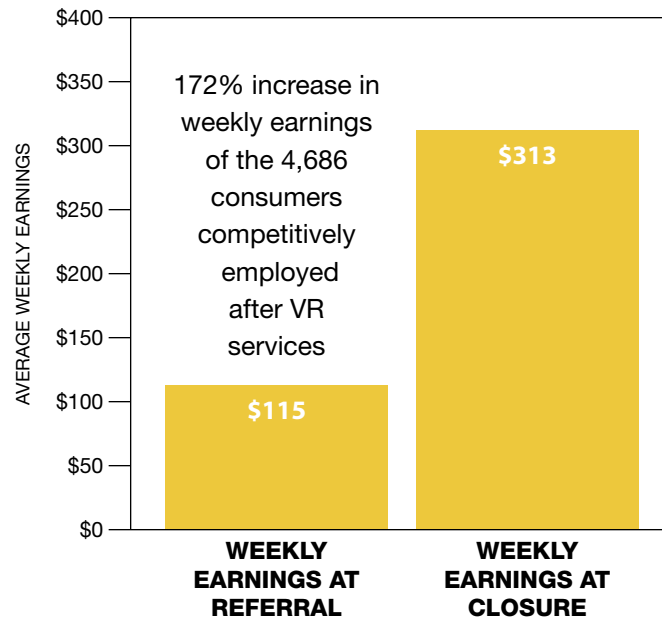
Fiscal Year 2012



Impact of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2012



With an increase in average weekly earnings of \$198 for the 4,686 competitively employed consumers, the total annual increase in income from referral to closure amounted to \$48,247,056.

Characteristics OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2012

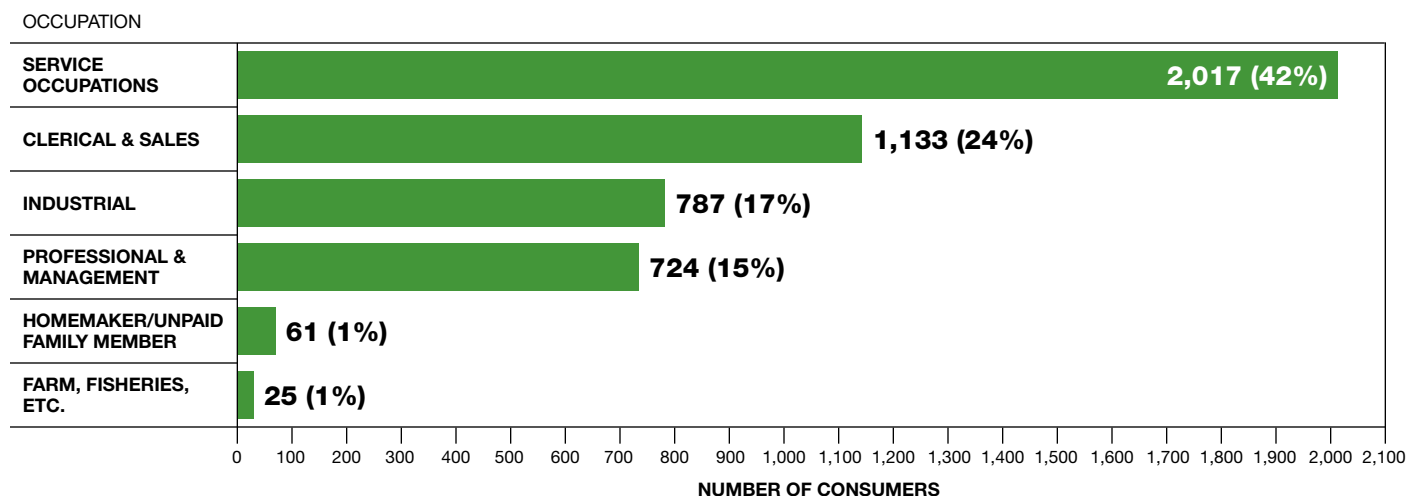
Gender	Number	Percentage
Male	2,667	56%
Female	2,080	44%
Total	4,747	100%

Ethnicity	Number	Percentage
White	3,664	77%
African-American	901	19%
Hispanic	82	2%
American Indian	61	1%
Asian	26	<1%
Pacific Islander	13	<1%
Total	4,747	100%

Age	Number	Percentage
Less than 20 years	351	7%
20 through 34	1,928	41%
35 through 44	778	16%
45 through 64	1,522	32%
65 and over	168	4%
Total	4,747	100%

Occupations OF THE 4,747 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2012



Standards AND PERFORMANCE INDICATORS REPORT

Fiscal Year 2012

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ Previous year	219
1.2 Percentage of Employment Outcomes	55.8%	62.7%
1.3 Competitive Employment Outcomes	72.6%	98.7%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	97.5%
1.5 Ratio of Exit Wage to State Average Pay	.52	.50
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	64.6%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.92

Expenditures

Fiscal Year 2012



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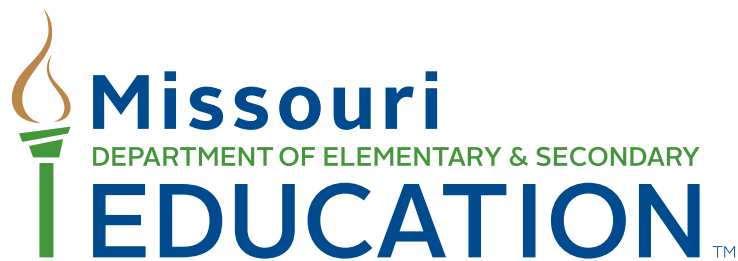
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December 2012

Published by Missouri Vocational Rehabilitation
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Photograph of the Missouri River provided by the Missouri Division of Tourism.